



# **State of New Hampshire Department of Health and Human Services**

REQUEST FOR INFORMATION RFI-2019-BDAS-01-RESEA

FOR

**Research, Prevention and Treatment for Problem Gamblers**

September 27, 2018



## REQUEST FOR INFORMATION

### 1. Overview and Purpose

#### 1.1. Overview

This Request for Information (RFI) is issued by the New Hampshire Department of Health and Human Services' (DHHS), Bureau of Drug and Alcohol Services (BDAS), to solicit information regarding approaches to develop and implement supports and services for problem gamblers.

Chapter 229, New Hampshire Laws of 2018 (SB 191), an act "establishing keno and relative to funding for kindergarten," went into effect July 1, 2018 and allows approval of keno on a community-by-community basis, provides for the issuance of licenses to operate keno games, and sets out how keno revenues will be used. This law requires that "One percent (of keno revenues) shall be paid to the department of health and human services to support research, prevention, intervention, and treatment services for problem gamblers" (RSA 284:47, II(a)). DHHS will use these dedicated revenues to fund the development and provision of these functions.

This RFI is published to solicit information that may inform the Department's approach to the development and implementation of the supports and services referenced above.

#### 1.2. Purpose

Prior to enactment of this law, New Hampshire allowed lotteries, pari-mutuel betting, and charitable gaming. The authorization of keno adds a new type of gambling to this list and may lead to an increased number of individuals who will engage in gambling behavior patterns that compromise, disrupt, or damage personal, family or vocational pursuits (National Council on Problem Gambling – [www.ncpgambling.org](http://www.ncpgambling.org)). Among the consequences of these behaviors are financial loss, legal problems, and loss of family and career. Problem gambling can also lead to negative health outcomes, including substance misuse and mental health disorders.

Current supports and services for problem gamblers in New Hampshire include some information provided by the NH Lottery Commission on how to "Play Responsibly" (<http://www.nhlottery.com/Play-Responsibly.aspx>). The Lottery Commission refers people seeking information or assistance regarding problem gambling to the New Hampshire Council on Problem Gambling ([www.ncpgambling.org](http://www.ncpgambling.org)), a non-profit organization. The Council provides a helpline, conducts public awareness activities, and provides industry training.

The purpose of these services would be to increase the understanding of problem gambling behavior and then to prevent and treat such behavior. The State seeks information from Vendors and topic area experts that will help the State define its vision for the services to be provided for problem gamblers. The State also seeks information regarding pricing and delivery timelines from Vendors that address the



Factors to Consider (Section 4) presented herein. The State is considering all available solutions.

## **2. Background Information**

### **2.1. DHHS, Bureau of Drug and Alcohol Services**

The Department's mission is to join communities and families in providing opportunities for citizens to achieve health and independence. BDAS contributes to this mission, in part, by providing resources that work to prevent, treat and promote recovery from addiction and other health and life impacts resulting from problem gambling behaviors.

## **3. Objectives**

### **3.1. Preliminary Objectives**

- 3.1.1. BDAS would like to ensure that problem gambling behaviors are understood and that problem gamblers able to receive the necessary care in order to overcome problem addictive behavior.
- 3.1.2. BDAS would like to identify activities that result in increased awareness of and access to services and resources addressing problem gambling, along with decreases in issues such as behavioral health issues, domestic problems, family financial problems, bankruptcies and bad debt, and decreased workplace absenteeism.

### **3.2. RFI Objectives**

- 3.2.1. The Department is seeking information regarding a range of activities, which will be used to review options and make decisions about how to address problem gambling.
- 3.2.2. In issuing this RFI, the State desires to obtain information regarding options and their potential costs associated with the provision of research, prevention, intervention, and treatment services for problem gamblers. DHHS intends:
  - 3.2.2.1. To evaluate Vendor supplied information to conduct a comparative analysis of the possible solutions to aid in determining the optimal approach.
  - 3.2.2.2. To utilize information collected to facilitate the evaluation of the feasibility and cost/benefit of suggested approaches for the development and implementation of a solution.
  - 3.2.2.3. To collect information to better understand opportunities for interoperability of the solution with other providers' and treatment sites' systems serving problem gamblers.



## **4. Factors to Consider**

### **4.1. Factors to consider include, but are not limited to:**

- 4.1.1. Research methods
- 4.1.2. Prevention methods including, but not limited to:
  - 4.1.2.1. Media campaigns
  - 4.1.2.2. Information and resources available where approved gambling activities occurs
- 4.1.3. Intervention and treatment methods
- 4.1.4. Costs
- 4.1.5. Organization of services
- 4.1.6. Structural and management practices
- 4.1.7. Medical and behavioral health services

## **5. RFI Explanation and Questions**

### **5.1. RFI Is Not an RFP**

- 5.1.1. This RFI is for information purposes only, and is not intended to result in a contract or vendor agreement with any respondent. This RFI is not a Request for Proposals, Bids, or Applications. The State is seeking vendor community insight and information prior to finalizing business, functional, operational, and technical requirements before considering the publishing of a Request for Proposal (RFP).
- 5.1.2. This RFI does not commit the State to publish a RFP or award a contract. The issuance of an RFP, as a result of information gathered from these responses, is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether those vendors choose to submit a response to this RFI. This RFI is not a pre-qualification process.
- 5.1.3. Once information from this RFI is fully evaluated, and depending on funding and other factors, a Request for Proposals (RFP) may be published by the Department to select a vendor for specific work to be performed which could potentially result in a contract after the completion of the RFP scoring process. Nevertheless, the issuance of any RFP in the future does not commit the Department to award a contract.

### **5.2. RFI Questions**

- 5.2.1. The State is seeking a better understanding in the areas listed below, and requests interested Vendors provide responses to the following questions which will identify our options.



#### 5.2.1.1. Vendor Organization/Experience

- Q1. Briefly describe your organization, e.g. history, client base, experience/expertise specific to the Factors to Consider listed in Subsection 4, staffing a project of this size, etc.
- Q2. What options are available for research covering the extent and impacts of problem gambling in NH, including but not limited to, identifying measures, collecting data, and preparing reports on the direct and indirect costs and other impacts of problem gambling?
- Q3. What options are available for delivering prevention initiatives to those who gamble, their families, and communities (including establishments that provide gambling and employers of gamblers)?
- Q4. What options are available for delivering intervention services, targeted at problem gamblers and individuals at risk (range of demographics and risk factors) of becoming problem gamblers such as a helpline/call center?
- Q5. What options are available for providing treatment and recovery support services for problem gamblers, delivered through qualified organizations and providers, and taking into account all payment strategies?
- Options for evidence-based and/or best practices are preferred.
  - Options for screening and assessment tools for use by individuals, providers, concerned others.
- Q6. What options are available to inform the development of public awareness messaging for problem gamblers, their families and/or significant others, providers, employers, and other concerned community sectors (such as law enforcement and policy makers)?
- Q7. What options are available for developing or contributing to a website that provides information about and access to services and resources connected to problem gambling, including resources in neighboring states?

#### 5.2.1.2. Required information related to recommended approach(es)

- Q8. Provide an estimate of costs for each of the options set out in Questions 4 through 9 above.
- Q9. Provide details of options for coordination with NH State agencies and/or other organizations involved in problem gambling efforts.
- Q10. Provide details of the functional capabilities that must be in place to ensure proposed approaches are efficient and effective.



*Q11. Provide an overview of the technology and service offerings that are currently available.*

**5.2.1.3. Training/Support/Reporting**

*Q12. Provide details on the staff training that would likely be required.*

*Q13. Provide the levels and frequency of support that should be provided, including an outline of the staffing ratios and types of staffing needed.*

*Q14. Explain the levels and frequency of the support that should be provided by the Department.*

**5.2.1.4. Areas of Concern**

*Q15. Every project has certain inherent risks. Describe the significant risk factors associated with your recommended approach and how they might be mitigated.*

*Q16. What other suggestions or recommendations do you have to ensure the services provided are successful?*

*Q17. Define any areas of concern that are related to the Factors to Consider in Subsection 4.*

*Q18. Are there additional questions or concerns that are important for the Department to consider with regard to developing and implementing your recommended approach?*



## 6. Notices

### 6.1. Sole Point of Contact

The sole point of contact for this RFI relative to the submission of requested information, from the RFI issue date until the potential publication of an RFP, if ever, is:

State of New Hampshire  
Department of Health and Human Services  
Marsha Lamarre, Procurement Coordinator  
Contracts & Procurement  
Brown Building  
129 Pleasant Street  
Concord, NH 03301  
Email: [marsha.lamarre@dhhs.nh.gov](mailto:marsha.lamarre@dhhs.nh.gov)  
Phone: (603) 271-9780

Other state personnel are NOT authorized to discuss this RFI before the submission deadline. The State will not be held responsible for oral responses to vendors regardless of source.

### 6.2. RFI Timetable

<b>Timetable of Events</b> <i>All times are according to Eastern Time. The State reserves the right to modify these dates at its sole discretion.</i>		
Item	Action	Date
1.	RFI Release Date	09/27/2018
2.	Vendor Questions Due	10/10/2018 by 3:00 PM
3.	DHHS Answers to Vendor Questions Target Post Date	10/15/2018
4.	Information Submissions Due	<b>10/25/2018 by 2:00 PM</b>

### 6.3. Vendor Questions and Answers

#### 6.3.1. Vendor Questions

6.3.1.1. All questions about this RFI, including but not limited to requests for clarification, additional information or any changes to the RFI must be made in writing, citing the RFI page number and part or subpart, and submitted to the Procurement Coordinator identified in Subsection 6.1.

6.3.1.2. The Department may consolidate or paraphrase questions for efficiency and clarity. Questions that are not understood will



not be answered. Statements that are not questions will not receive a response.

6.3.1.3. The Department will not acknowledge receipt of questions.

6.3.1.4. The questions may be submitted by e-mail; however, the Department assumes no liability for assuring accurate and complete e-mail transmissions.

6.3.1.5. Questions must be received by the deadline given in Subsection 6.2, RFI Timetable.

### **6.3.2. Department Answers**

The Department intends to issue responses to properly submitted questions by the deadline specified in Subsection 6.2, RFI Timetable. Oral answers given are non-binding. Written answers to questions submitted will be posted online at (<http://www.dhhs.nh.gov/business/rfp/index.htm>). This date may be subject to change at DHHS' discretion.

## **6.4. RFI Amendment**

The Department reserves the right to amend this RFI, as it deems appropriate prior to the submission deadline on their own initiative or in response to issues raised through vendor questions. In the event of an amendment to the RFI, the Department, at its sole discretion, may extend the submission deadline. The amended language will be posted on the Department Internet site.

## **6.5. Information Submissions**

6.5.1. Information submitted in response to this RFI must be received no later than the time and date specified in Subsection 6.2. RFI responses must be addressed for delivery to the Sole Point of Contact listed in Subsection 6.1. Responses must be marked with **RFI-2019-BDAS-01-RESEA**.

6.5.2. Delivery of the Vendor's submission shall be at the Vendor's expense. The time of receipt shall be considered when a Vendor's submission has been officially documented by the Department, in accordance with its established policies, as having been received at the location designated in Subsection 6.1. The State accepts no responsibility for mislabeled mail. Any and all damage that may occur due to shipping shall be the Vendor's responsibility.

## **6.6. Non-Collusion**

The Vendor's required signature on the Transmittal Cover Letter for a submission in response to this RFI, guarantees the information provided has been established without collusion with other Vendors and without effort to preclude the Department from obtaining the best possible competitive information, should the Department publish an RFP.



## **6.7. Collaborative Submissions**

Submissions must be made by one organization.

## **6.8. Property of Department**

All material property submitted and received in response to this RFI will become the property of the Department and will not be returned to the Vendor. The Department reserves the right to use any information presented in any submission provided that its use does not violate any copyrights or other provisions of law.

## **6.9. RFI Response Withdrawal**

Prior to the Closing Date for receipt of submissions, a submission may be withdrawn by submitting a written request for its withdrawal to Sole Point of Contact identified in Section 6.1.

## **6.10. Public Disclosure**

- 6.10.1. Any information submitted as part of a response to this RFI may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, should an RFP be published by the Department, and a contract awarded, that information will be made accessible to the public online via the website Transparent New Hampshire ([www.nh.gov/transparentnh/](http://www.nh.gov/transparentnh/)). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, cost information, and proprietary formulas are exempt from public disclosure under RSA 91-A:5, IV.
- 6.10.2. Insofar as a Vendor seeks to maintain the confidentiality of its confidential commercial, financial or personnel information, the Vendor must clearly identify in writing the information it claims to be confidential and explain the reasons such information should be considered confidential. This should be done by separate letter identifying by page number and RFI section number the specific information the Vendor claims to be exempt from public disclosure pursuant to RSA 91-A:5.
- 6.10.3. Each Vendor acknowledges that the Department is subject to the Right-to-Know Law New Hampshire RSA Chapter 91-A. The Department shall maintain the confidentiality of the identified confidential information insofar as it is consistent with applicable laws or regulations, including but not limited to New Hampshire RSA Chapter 91-A. In the event the Department receives a request for the information identified by a Vendor as confidential, the Department shall notify the Vendor and specify the date the Department intends to release the requested information. Any effort to prohibit or enjoin the release of the information shall be the Vendor's responsibility and at the Vendor's sole expense. If the Vendor fails to obtain a court order from a court of competent jurisdiction enjoining the disclosure, the Department may release the information on



the date the Department specifies in their notice to the Vendor without incurring any liability to the Vendor.

#### **6.11. Non-Commitment**

Notwithstanding any other provision of this RFI, this RFI does not commit the Department to publishing an RFP or awarding a Contract. The Department reserves the right to reject any and all RFI submissions or any portions thereof, at any time and to cancel this RFI and to solicit new or additional information under a new RFI process.

#### **6.12. Liability**

Vendors agree that in no event shall the State be either responsible for or held liable for any costs incurred by a Vendor in the preparation or submittal of or otherwise in connection with their submission.

#### **6.13. Request for Additional Information or Materials**

During the period from date of RFI Response submission to the date of RFP publication, if that should occur, the Department may request from any Vendor additional information or materials needed to clarify information presented as part of their submission. Such a request will be issued in writing.

#### **6.14. Oral Presentations and Discussions**

The Department reserves the right to request some or all Vendors to make oral presentations based upon their submission. Any and all costs associated with an oral presentation shall be borne entirely by the Vendor. Vendors may be requested to provide demonstrations of any proposed solutions. Such a request will be in writing.

#### **6.15. Site Visits for the Department**

The Department reserves the right to request a site visit for Department staff to review Vendor's organization structure, subcontractors, policy and procedures, and any other aspect of the RFI submission that directly affects the provisions of the RFI and the delivery of services. Any and all costs associated with the site visits incurred by the Vendor shall be borne by the Vendor.

### **7. RFI Response Submission Outline and Requirements**

#### **7.1. Presentation and Identification**

##### **7.1.1. Overview**

- 7.1.1.1. Vendors are expected to examine all documentation and other requirements.
- 7.1.1.2. Submissions must conform to all instructions, conditions, and requirements included in the RFI.
- 7.1.1.3. Vendors are requested to address all RFI Questions in Subsection 5.2, and agree to the conditions specified



throughout the RFI. All Factors to Consider in Section 4 that are applicable should be incorporated into the Vendors answers to the RFI Questions.

7.1.1.4. Submissions should be received by the date and time specified in the RFI Timetable, Subsection 6.2, and delivered, under sealed cover, to the Procurement Coordinator specified in Subsection 6.1.

7.1.1.5. Fax or email copies will not be accepted.

#### **7.1.2. Presentation**

7.1.2.1. Original Submission in a three-ring binder.

7.1.2.2. Three copies of the submission, at a minimum stapled.

7.1.2.3. One (1) electronic copy on CD or Thumb Drive.

7.1.2.4. Major sections of the Submission separated by tabs.

7.1.2.5. Standard eight and one-half by eleven inch (8 ½" x 11") white paper.

7.1.2.6. Font size of 10 or larger.

#### **7.1.3. Submission of Information**

7.1.3.1. Original Submission marked "Original."

7.1.3.2. Three (3) copies marked "Copy."

7.1.3.3. One (1) electronic copy (divided into folders that correspond to and are labeled the same as the hard copies).

7.1.3.4. NOTE: In the event of any discrepancy between the copies, the hard copy marked "Original" will control.

7.1.3.5. Front cover labeled with

7.1.3.5.1. Name of company / organization

7.1.3.5.2. RFI-2019-BDAS-01-RESEA

### **7.2. Outline and Detail**

#### **7.2.1. Submission Contents – Outline**

7.2.1.1. Each Submission shall contain the following, in the order described in this section (Each of these components must be separate from the others and uniquely identified with labeled tabs.):

7.2.1.1.1. The Transmittal Cover Letter must be:

7.2.1.1.1.1. On the Vendor organization's letterhead;



- 7.2.1.1.1.2. Identify the name, title, telephone number, and e-mail address of the person who will serve as the Vendor's representative for all matters relating to the RFI;
- 7.2.1.1.2. Table of Contents - The required elements of the Submission shall be numbered sequentially and represented in the Table of Contents.
- 7.2.1.1.3. Executive Summary - The Vendor shall submit an executive summary to:
  - 7.2.1.1.3.1. Provide DHHS with an overview of the Vendor's organization;
  - 7.2.1.1.3.2. Demonstrate the Vendor's understanding of the potential solutions described in this RFI and any anticipated problems associated with each;
  - 7.2.1.1.3.3. Show the Vendor's overall design of the potential solution(s); and
  - 7.2.1.1.3.4. Specifically demonstrate the vendor's familiarity with the potential solutions' elements, and the Vendor's solutions to the problems presented.
- 7.2.1.1.4. Answers to RFI Questions
  - 7.2.1.1.4.1. The Vendor is asked to answer all questions and include all items requested in Subsection 5.2.
  - 7.2.1.1.4.2. Responses must be in the same sequence and format as listed in Subsection 5.2.
- 7.2.1.1.5. Description of Organization - Vendors must include in their submission a summary of their company's organization, management and history and how the organization's experience demonstrates the ability to meet the needs of requirements in this RFI. At a minimum, the Vendor must respond to:
  - 7.2.1.1.5.1. General Company Overview
  - 7.2.1.1.5.2. Ownership and Subsidiaries
  - 7.2.1.1.5.3. Company Background and Primary Lines of Business
  - 7.2.1.1.5.4. Number of Employees
  - 7.2.1.1.5.5. Headquarters and Satellite Locations



- 7.2.1.1.5.6. Current Project commitments
- 7.2.1.1.5.7. Instances of whether proposed solutions were implemented
- 7.2.1.1.5.8. Mission Statement
- 7.2.1.1.5.9. Programs and activities of the organization
- 7.2.1.1.5.10. Number and type of people served
- 7.2.1.1.5.11. Programmatic accomplishments